

# Nepean Blue Mountains - Commonwealth Psychosocial Support 2019/20 - 2023/24 Activity Summary View



## PAE - 1 - 2023-24 CPS Access Enablers



### Activity Metadata

#### Applicable Schedule \*

Commonwealth Psychosocial Support

#### Activity Prefix \*

PAE

#### Activity Number \*

1

#### Activity Title \*

2023-24 CPS Access Enablers

#### Existing, Modified or New Activity \*

Existing



### Activity Priorities and Description

#### Program Key Priority Area \*

Mental Health

#### Other Program Key Priority Area Description

#### Aim of Activity \*

The aim of this activity is to deliver service navigation supports to improve integration of local health services, promote multi-disciplinary care, and make the health system more accessible to people with severe mental illness and associated psychosocial disorders.

#### Description of Activity \*

NBMPHN has engaged the existing commissioned provider of the Commonwealth Psychosocial Supports service to establish and deliver Service Navigation activities for the Nepean Blue Mountains region.

The Service Navigators:

- Support people experiencing severe mental illness and associated psychosocial disability to navigate to and access appropriate psychosocial, clinical and primary health care services.
- Work with local service providers to better enable coordinated and collaborative referral processes
- Encourage standardised consumer intake processes across providers where individual consumer mental and physical health needs assessments are reviewed against available services to ensure all eligible service information is provided to consumers, their families and carers to assist the consumer to access health care.
- Work with service providers to develop accessible resources for consumers, families and carers on eligible services and what to expect from the intake and referral processes.
- Develop and distribute up-to-date and detailed information resources for service providers to assist consumers to access relevant local health services, including General Practitioners (GPs), as well as community support services focused on housing, employment, education, family support and financial matters.
- Actively engage health professionals, including GPs and Aboriginal Community Controlled Health Services (ACCHS) to provide information on health and other support services for which consumers with severe mental illness and associated psychosocial disorders may be eligible within the region.
- Work with Service Navigators in other PHNs to share information on strategies and innovations that are associated with improved consumer outcomes.
- Work closely with the NBMPHN and the Department of Health’s Psychosocial Support team on the implementation of this measure.

### Needs Assessment Priorities \*

#### Needs Assessment

Needs Assessment 2021/22 - 2023/24

#### Priorities

Priority	Page reference
Commission services to improve coordination of care	255



### Activity Demographics

#### Target Population Cohort

Eligible consumers are those affected by severe, often episodic mental illness, including mood (affective) disorders (e.g. depression, bipolar disorder), anxiety disorders, personality disorders, psychotic disorders (e.g. schizophrenia, schizotypal and delusional disorders), eating disorders, substance use disorders, and trauma-related disorders. A clinical diagnosis is not required for consumers to access services. The CPS Program is designed for people who:

- have needs that can be appropriately met through short-term, low intensity support to live independently in the community, as determined through a capacity and strengths-based assessment
- are not restricted in their ability to fully, and actively, participate in the community because of their residential setting (e.g. prison or a psychiatric facility)
- may present with co-occurring conditions, such as intellectual or cognitive disability, neuro-developmental disorders (e.g. autism), and/or substance use disorders
- are not receiving similar psychosocial supports through a state or territory government program or the NDIS, where there is potential for duplication of service offerings
- are aged 16 years and over, noting exceptions may be made for people aged less than 16 years subject to approval by WHL.

#### In Scope AOD Treatment Type \*

#### Indigenous Specific \*

No

**Indigenous Specific Comments****Coverage****Whole Region**

Yes

**Activity Consultation and Collaboration****Consultation**

WHL have engaged with existing psychosocial service providers to assess needs and determine transition arrangements. The 2021 NBM Health Needs Assessment was used to develop the tender documentation and the contract with the service provider. Stakeholder engagement and consultation has been carried out by the successful service provider in the 2022-23 FY which has included the design of group workshops and activities to maximise participation in the program throughout the region.

**Collaboration**

Stakeholder engagement and consultation activities have been undertaken to inform the establishment of the CPS Program and for ongoing Program evaluation and quality improvement. Engagement has included:

- Consumers
- Carers
- GPs
- Allied mental health professionals
- Mental health peer workers
- NDIS
- Local non-government organisations
- Relevant community organisations
- Other local mental health services

The role of the consultations has included:

- Co-designing the service elements
- Forming partnerships with external services to enable integration for individuals who may require care coordination
- Support in accessing more appropriate services, such as the NDIS
- Ongoing communication with stakeholders to inform them of the service and continually refine the Program

**Activity Milestone Details/Duration****Activity Start Date**

30/12/2021

**Activity End Date**

30/12/2023

**Service Delivery Start Date**

01/06/2022

**Service Delivery End Date**

31/12/2023

**Other Relevant Milestones**

Carry over of activity has been approved until December. 31 2023



**Activity Commissioning**

**Please identify your intended procurement approach for commissioning services under this activity:**

**Not Yet Known:** No

**Continuing Service Provider / Contract Extension:** No

**Direct Engagement:** No

**Open Tender:** Yes

**Expression Of Interest (EOI):** No

**Other Approach (please provide details):** No

**Is this activity being co-designed?**

No

**Is this activity the result of a previous co-design process?**

No

**Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?**

No

**Has this activity previously been co-commissioned or joint-commissioned?**

No

**Decommissioning**

No

**Decommissioning details?**

**Co-design or co-commissioning comments**

The selected service provider will work with relevant stakeholders in ensuring the CPS Program meets the needs of the region.



## PSD - 1 - 2023-24 CPS Service Delivery



### Activity Metadata

**Applicable Schedule \***

Commonwealth Psychosocial Support

**Activity Prefix \***

PSD

**Activity Number \***

1

**Activity Title \***

2023-24 CPS Service Delivery

**Existing, Modified or New Activity \***

Existing



### Activity Priorities and Description

**Program Key Priority Area \***

Mental Health

**Other Program Key Priority Area Description****Aim of Activity \***

The Commonwealth Psychosocial Support (CPS) Program has brought together the following three former Commonwealth funding streams for psychosocial support:

- National Psychosocial Support (NPS) – Transition
- National Psychosocial Support Measure
- Continuity of Support (CoS).

This activity aims to support people with severe mental illness and associated psychosocial disability who are not eligible to receive support through the National Disability Insurance Scheme (NDIS). The service will address identified needs by providing recovery oriented, individually tailored supports, such as assisting with developing social skills, maintaining stable housing and improving physical wellbeing, among others.

**Description of Activity \***

The four key elements of the CPS Program are:

- a) Capacity and Strength Based Assessment undertaken for each consumer referred to the CPS program to assess suitability. The assessment enables the development and implementation of a tailored support plan (and its reviews) which identifies the consumer's existing strengths and supports, states the agreed recovery goals and support needs, and lists the activities to be undertaken to achieve these goals and support needs.
- b) Psychosocial Support Services tailored to the needs of the individual consumer as determined and agreed through the

assessment and planning process and its reviews and which can be provided at an individual or group level and offered within a range of settings. The intensity of support is flexible to suit the needs of the consumer as these may change over time.

c) Service Navigation to support consumers, their families and carers to better understand and access relevant services (health and non-health related) to achieve recovery goals and manage their condition.

d) NDIS Testing Support to test the eligibility of consumers who appear to meet NDIS requirements, particularly those consumers who require more intensive support services for longer than 12 months. Testing support assists consumers with collecting the evidence to submit and NDIS access request and to 'walk with consumers' while they take part in this process.

Full Implementation Phase – January to December 2023 continues through ongoing management of the contract with the service provider as per WHL Commissioning and Procurement processes. Consumer outcomes and KPIs will be monitored to ensure Program effectiveness.

## Needs Assessment Priorities \*

### Needs Assessment

Needs Assessment 2021/22 - 2023/24

#### Priorities

Priority	Page reference
Enhance the Service provision for targeted short-term, low intensity support of non-clinical community-based care that aims to facilitate recovery for people experiencing severe, often episodic, mental	289



## Activity Demographics

### Target Population Cohort

Eligible consumers are those affected by severe, often episodic mental illness, including mood (affective) disorders (e.g. depression, bipolar disorder), anxiety disorders, personality disorders, psychotic disorders (e.g. schizophrenia, schizotypal and delusional disorders), eating disorders, substance use disorders, and trauma-related disorders. A clinical diagnosis is not required for consumers to access services. The CPS Program is designed for people who:

- have needs that can be appropriately met through short-term, low intensity support to live independently in the community, as determined through a capacity and strengths-based assessment
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- are not receiving similar psychosocial supports through a state or territory government program or the NDIS, where there is potential for duplication of service offerings
- are aged 16 years and over, noting exceptions may be made for people aged less than 16 years subject to approval by WHL.

### In Scope AOD Treatment Type \*

### Indigenous Specific \*

No

### Indigenous Specific Comments

## Coverage

### Whole Region

Yes



## Activity Consultation and Collaboration

### Consultation

WHL have engaged with existing psychosocial service providers to assess needs and determine transition arrangements prior to the commissioning of the program. The 2021 NBM Health Needs Assessment was used to develop the tender documentation and the contract with the service provider. Stakeholder engagement and consultation was carried out by the successful service provider in the 2022-23 FY.

The role of the consultations include:

- Co-designing the service elements
- Forming partnerships with external services to enable integration for individuals who may require care coordination
- Support in accessing more appropriate services, such as the NDIS
- Ongoing communication with stakeholders to inform them of the service and continually refine the Program

### Collaboration

Stakeholder engagement and consultation activities were undertaken to inform the establishment of the CPS Program and continued Program evaluation and quality improvement. Engagement have included:

- Consumers
- Carers
- GPs
- Allied mental health professionals
- Mental health peer workers
- NDIS
- Local non-government organisations
- Relevant community organisations
- Other local mental health services



## Activity Milestone Details/Duration

### Activity Start Date

30/12/2021

### Activity End Date

30/12/2023

### Service Delivery Start Date

01/06/2022

### Service Delivery End Date

31/12/2023

**Other Relevant Milestones**

Commissioning of service provider has occurred prior to 1 July 2022 and continues throughout the current AWP.  
Activity approved to extend until December 31st, 2023.



**Activity Commissioning**

**Please identify your intended procurement approach for commissioning services under this activity:**

**Not Yet Known:** No  
**Continuing Service Provider / Contract Extension:** No  
**Direct Engagement:** No  
**Open Tender:** Yes  
**Expression Of Interest (EOI):** No  
**Other Approach (please provide details):** No

**Is this activity being co-designed?**

No

**Is this activity the result of a previous co-design process?**

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**Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?**

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**Has this activity previously been co-commissioned or joint-commissioned?**

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**Decommissioning**

No

**Decommissioning details?**

**Co-design or co-commissioning comments**